GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:762
ANSWERED ON:18.07.2002
LOST AND FOUND OFFICE
AMBATI BRAHMANAIAH

Will the Minister of RAILWAYS be pleased to state:

(a) whether Railways operate any lost and found office in the country;

(b) if so, the details thereof including the rules;

(c) whether lost luggages or forgotten goods in trains are not stored by the conductors or returned/handed over to station masters for safe-keeping; and

(d) if so, the steps proposed to increase awareness and lay down rules in such matters? ANSWER

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI BANDARU DATTATRAYA)

(a) to (c): A statement is attached.

(d): The existing provisions are adequate to take care of lost or claimed articles.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (c) OF THE UNSTARRED QUESTION NO.762 BY A.BRAHMANAIAH TO BE ANSWERED IN LOK SABHA ON 18-07-2002 REGARDING LOST AND FOUND OFFICE.

(a) to (c) :
Railways do not operate any exclusive functional `Lost & Found Office`. However, provision exists in Chapter XXII of Indian Railway Commercial Manual, Vol.II for Safe custody/Disposal of lost or unclaimed articles.
Booked parcel, luggage and wagon-load consignments which gets unconnected en-route due to various reasons are connected by Not Received Cells, working at various levels of Indian Railways.
End to end tracing of these consignments is done to ensure that the consignment reaches the desired destination within a reasonable time.
Computerisation of parcels has already been undertaken at major terminals to streamline the booking and carriage of parcels and also the project of Freight Operating Information System(FOIS), which will virtually eliminate the possibility of unconnected wagons and facilitate real time location of all wagons, is going to be commissioned shortly.
Luggage left behind by passengers in trains or station premises, or found in empty carriages by RPF and TXR staff, or left in cloakrooms and any other unconnected consignments either parcel or wagon-load are handed over to station master for further disposal, who will make necessary arrangements for their safe custody.

For safe custody of the articles in the Goods/Parcel Office, Station Master himself sees to it that the lost property is restored to the rightful owner on the basis of any clue as to the ownership found from the packages, etc. All lost property, if claimed and identified to the satisfaction of the Station Master, is delivered to the owner on obtaining an application from him and completion of necessary formalities. In case of any doubt about the ownership of the lost property, delivery is made only after obtaining the orders of the Divisional Commercial Manager.

In order to ensure regulated, systematic & safe custody of these articles, following measures are taken :-
(1) Proper record of the articles is maintained in the station i.e. All lost & unclaimed articles found by the railway staff or deposited by any person are entered in the `Lost Property Register`, Each article is entered separately with full particulars of its description, marks, actual weight, approximate value (if ascertainable). etc.,

(2) These articles are properly repacked to the original condition and sealed with the station seal to avoid damage and pilferage,

(3) Each article or package is labelled with the serial number of its entry in the Lost Property Register.

All unclaimed consignments and leftover things which could not be connected and handed over to rightful consignee/owner are auctioned as per existing instructions for time to time.